



General Assembly

February Session, 2010

Amendment

LCO No. 5659

SB0041705659HR0

Offered by:
REP. PISCOPO, 76th Dist.

To: Subst. Senate Bill No. 417 File No. 474 Cal. No. 515

(As Amended By Senate Amendment "A")

***"AN ACT CONCERNING CALL CENTERS AND THE TIMELY
REPAIR OF PUBLIC UTILITY POLES."***

1 Strike section 1 in its entirety and insert the following in lieu thereof:

2 "Section 1. (NEW) (*Effective July 1, 2010*) (a) As used in this section:

3 (1) "Telecommunications service" means telecommunications service,
4 as defined in section 16-247a of the general statutes, and (2)

5 "telecommunications call center" means an entity that initiates or
6 receives a telephone call on behalf of any person to provide
7 telecommunications service or to gather information to provide
8 telecommunications service.

9 (b) Any person who receives a telephone call from, or places a
10 telephone call to, a telecommunications call center, upon request, shall
11 be (1) addressed in the official language of the state, (2) told by the
12 telecommunications call center employee the identification of the city,

13 state and country where the employee is located, and (3) transferred to
14 an in-state telecommunications call center when possible. For purposes
15 of this subsection, the "official language of the state" means the official
16 language of the state as described in section 501 of this act."

17 After the last section, add the following and renumber sections and
18 internal references accordingly:

19 "Sec. 501. (NEW) (*Effective July 1, 2010*) (a) The official language of
20 the state shall be English. Neither the state nor any political
21 subdivision of the state shall require by ordinance, regulation, order,
22 program or policy the use in the state of any language other than
23 English. Governmental officials and employees shall be bound by the
24 provisions of this section during the performance of government
25 business. No governmental document shall be valid, effective or
26 enforceable unless it is printed in the English language. The state and
27 all political subdivisions of the state shall take all reasonable steps to
28 preserve, protect and enhance the role of the English language as the
29 official language of the state.

30 (b) Notwithstanding any provision of subsection (a) of this section,
31 the state and political subdivisions of the state may act in a language
32 other than English to (1) assist students who are not proficient in the
33 English language by providing educational instruction in languages
34 other than English to provide as rapid as possible a transition to
35 English, (2) provide foreign language instruction as part of a required
36 or voluntary education curriculum, (3) allow for Latin on the state seal
37 and on government documents, (4) allow legislators to communicate
38 with constituents in languages other than English, (5) comply with
39 federal laws, (6) protect public health and safety, and (7) protect the
40 rights of criminal defendants or victims of crime. Nothing in this
41 subsection shall prohibit the printing of proper names."